

September 9, 2024

Dear Compassionate Family Care Patients and Families,

It is with a very heavy heart that I send this to let you know that effective immediately, I am unable to continue serving as your primary care physician at Compassionate Family Care. After 12.5 years, it has unfortunately come to the point that as an independent practice, I can no longer continue to survive in the healthcare environment as it has been since the COVID-19 pandemic. With the soaring costs of real estate, staffing, and other costs of doing business along with unchanged reimbursement from insurance companies (despite increasing requirements and regulations from them which creates more work) it is not possible for me to remain in business.

If you have an urgent healthcare need emerge in the next 30 days, before you can establish care with a new provider, you can send an email to urgent@your-cfc.com, which is a secure email. If you are sick or have other symptoms that require evaluation by a healthcare provider, you will need to seek care at the Urgent Care or Emergency Room that is closest to you. If your need is something appropriate for me to take care of during this time, I will be happy to do so. An example of this is the need for refills on chronic medication(s), so you do not run out before you see your new provider. In the email, please make sure to put your full name, date of birth, the details of your request, and what pharmacy you would like to use. You will only get a reply if additional information is needed or if your request cannot be completed. Once the prescription has been sent, you should be notified by your pharmacy by the method that you have chosen with them (phone call, text, email, etc.) when the prescription has been filled for you.

Your medical records will continue to be stored securely in an electronic format by me. You can obtain many of your medical records securely online through the Compassionate Family Care Patient Portal. You can also access the results of recent and past labs that you had drawn using the patient portal of the Laboratory where you had the labs drawn (LabCorp and/or Quest Diagnostics). The same is true for most testing that you have had done at area hospitals and/or imaging centers (such as Element and Diagnostic Imaging). You can get more information about this with detailed instructions on how to do this on their websites. If there are other records that are needed by your new provider, a signed medical record request can be emailed to records@your-cfc.com, which is a secure email. These requests will be filled as per time limitations dictated by state law retention requirements.

I understand that this may cause uncertainty and could be anxiety-provoking for you while you determine who you would like to see for your healthcare needs going forward. When you are looking for a new provider, I suggest that you start by checking with your insurance company to see what providers are in network with your current insurance plan and I also suggest that you ask friends, family, and coworkers for provider recommendations. For my SottoPelle patients, I recommend that you refer to the SottoPelle website (<https://www.sottopelletherapy.com/directory-providers/>) to find a SottoPelle certified provider that works best for you. We will help as best as we can to make the transition as easy as possible for everyone and I sincerely appreciate your patience and understanding as we navigate this unfortunate situation together.

I have had the privilege of caring for many of you for over 17 years, since I started practicing in 2007, and you stuck with me when I left my previous practice to open Compassionate Family Care in 2012. I am deeply grateful for the immense trust you have shown in me, allowing me to care for you and your family for so many years. I truly value the relationships that have developed over the years, and I will always cherish the memories that have come from those relationships. I will be taking this opportunity to spend some long overdue time with my family and really think about what I want to do in the future.

I wish you continued health and happiness going forward.

Sincerely,

A handwritten signature in cursive script that reads "Laura N. Ray, M.D." The signature is written in black ink and is positioned above the printed name.

Laura N. Ray, M.D.